



Delta Air Lines, Inc.

Susan Emerson, General Manager Claims Management
Workers' Compensation, Disability & Leaves
Delta Air Lines, Inc.
Atlanta, Georgia

Susan Emerson is currently the General Manager, for Workers' Compensation, Disability and Leave Programs at Delta Air Lines, Inc. based at Delta Corporate Operations in Atlanta, Georgia.

Susan has oversight of the day to day management for third party administered services and management of the workers' compensation, disability and leave programs for Delta Air Lines 80,000+ US Based Employees.

Prior to joining Delta Air Lines, Inc. in 2005, Susan spent much of her 40+ year career with Travelers Insurance Company focused on the areas of workers' compensation. Susan left the insurance and TPA career in 2003 to pursue a career on the employer side of the business. After a brief stint with her new career path, Susan was recruited to Delta to takeover and re-construct their workers' compensation program in 2005.

In 2008 Susan and her team assumed the management of the Disability and Leave programs that were going self-insured with TPA administration.

As of July, 2015 Susan and her Team completed a successful implementation and integration of the workers' compensation program, disability and leave to a single vendor program, to reduce redundancies, duplicated information for Employees to experience a more seamless, streamlined and high level of customer Employee Advocacy Model.